

### **REMARKS**

Claims 1, 13, 15, and 20 have been amended. Support for the amendments indicated herein may be found at least in Figures 2-3 and related discussion in the specification of the present application. No new matter has been added. Claims 4 and 14 have been canceled. Pursuant to the amendments indicated herein, claims 1-3, 5-13, and 15-21 are pending in the present application.

In the Pre-Interview Communication, the examiner indicated that claims 1-21 should be rejected under 35 U.S.C. § 102(b) as allegedly being anticipated by Jiang, et al (U.S. Patent Application Publication No. 2002/0057678). Claims 4 and 14 have been canceled, rendering the Examiner's rejections of these claims moot. Pursuant to the amendments indicated herein, the Examiner's remaining rejections are respectfully traversed.

Jiang describes a conventional interactive voice response system that uses XML. However, , Applicants respectfully submit that Jiang does not describe allowing system administrators to pre-provision specific files in a local file system so that these files can be quickly accessed to generate responses for an interactive voice response system. Applicants therefore respectfully submit that the pending claims (as amended herein) are not anticipated by Jiang.

Applicants have submitted an Applicant Initiated Interview Request Form with the present response. Applicants respectfully submit that all of the requirements for participation in the Pre-First Action Interview have been fulfilled. The Examiner is invited to contact the undersigned at (713) 934-4052 with any questions, comments or suggestions relating to the referenced patent application.

Respectfully submitted,

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/Mark W. Sincell/

Mark W. Sincell, Ph.D.

Reg. No. 52,226

Williams Morgan & Amerson, P.C.

10333 Richmond Avenue, Suite 1100

Houston, TX 77042

(713) 934-7000

(713) 934-7011 (Fax)

AGENT FOR APPLICANTS